



News You Can Use

December 2021

UR Medicine Labs Patient Service Center Holiday Hours

UR Medicine Labs Patient Service Centers will be closed on December 24th, 25th, 31st & January 1st, 2022.

We will provide **STAT On-Call** phlebotomy services on December 24th & 31st from 7:00AM-3:30PM and **STAT On-Call** service on December 25th & January 1st from 7:30AM-11:30AM. These services are for **EMERGENT** use only. Ordering physicians need to call UR Medicine Labs Client Services: (585) 758-0510 option 3 to arrange STAT services.

When Ordering Supplies: Please Allow 2 Business Days & Plan for Holiday Hours

Please allow a 2 business day turnaround when ordering supplies. This time is needed to receive, prepare & deliver the order. Any questions please reach out to your account manager or labservicesoutreach@urmc.rochester.edu

Patient Service Center Update: Some patient service centers hours of operation have changed and some have temporarily closed. Please remind patients to plan ahead and check [our website](#) in advance for the most updated location information.

Continued Shortage of Critical Health Care Supplies

UR Medicine Labs continues to experience supply chain issues. Supplies may look different or be substituted by an alternatively acceptable product. Please contact your account manager if you have questions. labservicesoutreach@urmc.rochester.edu

Technical Bulletins November 2021:

For all Technical Bulletins visit: <https://www.urmc.rochester.edu/pathology-labs/news/technical-bulletins.aspx>

- [Streptolysin O Antibody \(ASO\) Return to In House Testing](#)
- [Epstein-Barr Virus \(EBV\) Quantitative PCR, Plasma New Assay](#)
- [Rheumatoid Factor with Reflex to Titer: Change to Assay](#)
- [Maternal Screen Testing: Change in Testing Laboratory](#)

How to contact us: email: labservicesoutreach@urmc.rochester.edu

Client Services Call Center: (585) 758-0510, option 3

Go to: www.urmedicinelabs.org

Test Menu: www.testmenu.com/rochester